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Department of Veterans Affairs

PATIENT HANDBOOK

ALEDA E. LUTZ
DEPARTMENT OF
VETERANS AFFAIRS
MEDICAL CENTER

SAGINAW, MICHIGAN 48602

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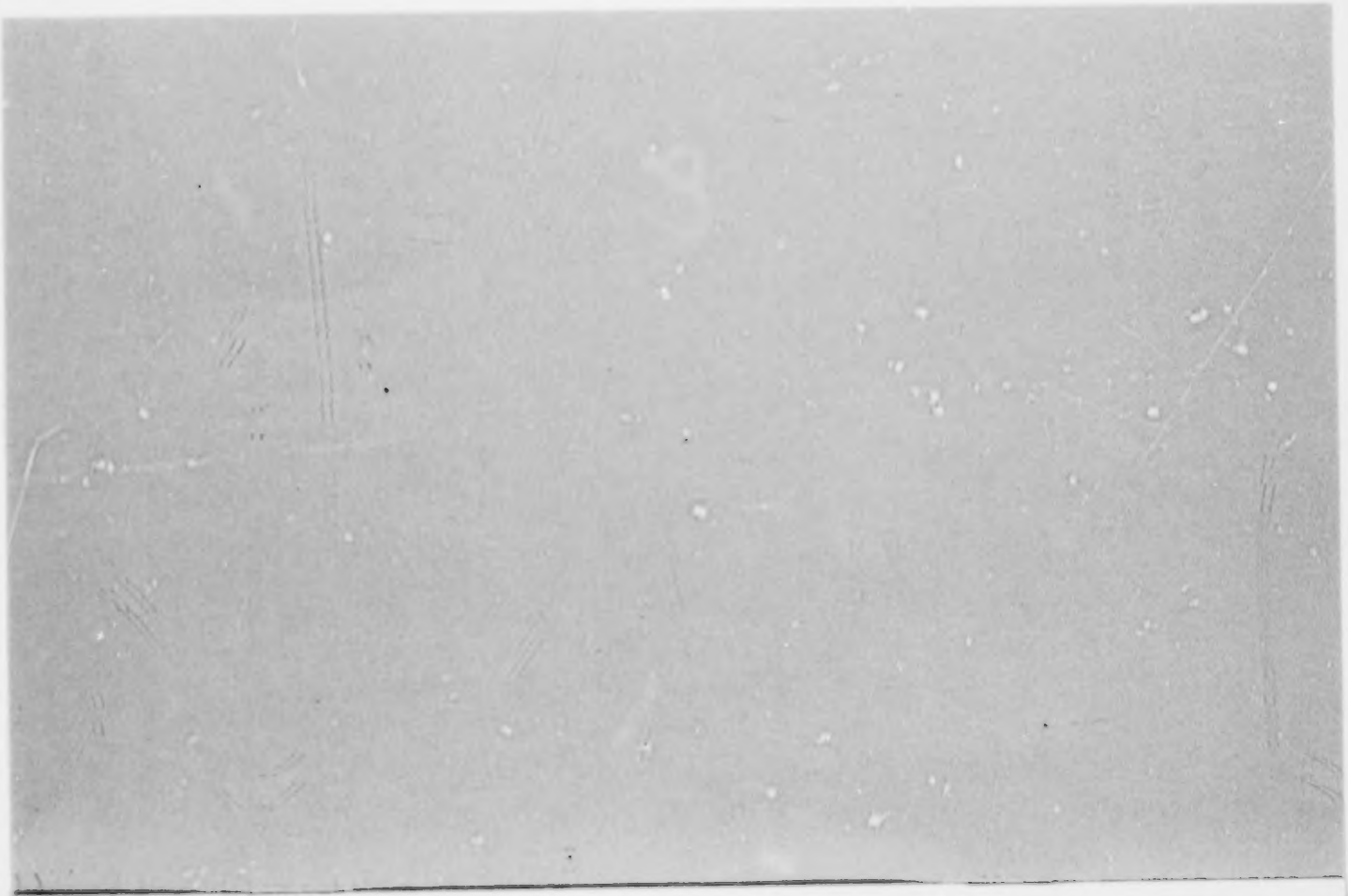

Welcome . . .

The staff and I extend a warm and friendly welcome.

The Department of Veterans Affairs is committed to provide you with the highest quality of patient care, and our many services are directed toward your early recovery and discharge.

The Saginaw Department of Veterans Affairs Medical Center has been serving veterans since 1950. The Medical Center has 155 general medical and surgical beds as well as a 30 bed Nursing Home Care Unit. We are affiliated with Michigan State University, Ferris State College, Saginaw Cooperative Hospitals, Inc., and the University of Michigan.

In addition to our Medical Center, there are VA Medical Centers in Ann Arbor, Allen Park, Battle Creek, and Iron Mountain, Michigan. Saginaw also has an outpatient clinic located in Gaylord, Michigan.

This Medical Center has been accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Best wishes for a speedy return to good health.

MEDICAL CENTER DIRECTOR

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BARBER & BEAUTICIAN SERVICE

A barber visits the Medical Center one day a week. Beautician services are available upon request.

CANTEEN SERVICE

You are asked not to visit the cafeteria between 11:00 a.m. and 1:30 p.m. This is the "Rush Hour" for employees to eat lunch.

Vending machines are located in the Cafeteria and throughout the Medical Center.

If you are on a restricted diet, you should not purchase food or beverages as this may interfere with your medical treatment.

CANTEEN STORE

HOURS:	Mon-Tues-Thurs-Fri	8:00 a.m. - 1:00 p.m. 1:45 p.m. - 3:30 p.m.
	Wednesday	8:00 a.m. - 1:00 p.m. 2:00 p.m. - 3:30 p.m.

Closed Saturday, Sunday, and Holidays.

CAR PARKING

Patient's vehicles are not to remain parked on Medical Center grounds for more than 48 hours. At the time of admission, arrangements will be made by the patient or beneficiary to remove his/her vehicle from the grounds as soon as practicable. The VA cannot assume responsibility for theft and/or damage.

CHAPLAINCY SERVICE

The Chaplaincy Service provides spiritual ministry and counseling. Religious services are held in the Medical Center Chapel located on the first floor at regular times. Chaplains of all faiths are on call in the event of an emergency.

PROTESTANT: Worship services are held in the Chapel every Sunday at 9:15 a.m. followed by refreshments in the auditorium.

CATHOLIC: Mass is on Saturday and Holy Days at 3:45 p.m. Confessions are heard before Mass and on the wards upon request.

CLOTHING

Due to limited space, you will be asked to send clothing, luggage, and possessions (other than personal grooming items) home with relatives or friends. If this is not possible, they will be stored in the Clothing Room in the basement.

While in the hospital, you will be given hospital pajamas, robe, and towels. These are VA property, and are to stay within the Medical Center at all times.

DIETETIC SERVICE

The purpose of Dietetic Service is to provide appetizing meals which meet your nutritional needs. Eat only foods furnished by the kitchen, unless told by the registered dietician that other items are allowed on your diet. A dietitian will visit you to discuss any questions you may have regarding meals.

BREAKFAST:	7:00 a.m. - 7:45 a.m. (unless you have a test scheduled and need to be fasting).
LUNCH:	11:30 a.m. - 12:15 p.m.
DINNER:	4:45 p.m. - 5:30 p.m.

Do not store food in bedside tables. Leave all utensils on the tray when you are finished with your meal.

DISCHARGE

You will be discharged when you have received maximum hospital benefits as determined by your physician. Patients who leave without authority will be discharged "against medical advice." Upon discharge, remove all personal belongings from your bedside stand and room prior

to getting your clearance from the nurse. After discharge, you are requested not to return to the ward.

ENERGY CONSERVATION

Patients are asked to help in our energy conservation program by turning off lights when not needed, refrain from opening windows during the heating season, and avoid excessive use of water.

FIRE AND DISASTER PROCEDURES

Special plans and procedures have been developed for use in the event of fire or other disasters. Drills are conducted periodically. An alarm is indicated by a red "9" flashed on our visual paging system located in the hallways throughout the medical center, in addition to the sounding of the steam whistle of the boiler plant.

When these signals occur, all ambulatory patients who are on their ward will go immediately to their bedside, or if a fire is present, follow the directions given by the charge person. Patients who are off the ward should remain and await instructions. Patients are requested not to use elevators during drills.

LABORATORY SERVICE

The laboratory is located on the second floor, Room C-2-11. Laboratory tests are done to help your physician diagnose and treat your illness. It is important that you stay at your bedside when blood work is ordered. We start collecting (Monday thru Friday) at 5:30 a.m. On weekends, rounds are started at 7:00 a.m.

Some tests require that you fast (no food, juice, etc.) for a certain number of hours. Some tests have to be timed, and if you are not available when the specimen is to be drawn, the test may not be accurate. You will receive breakfast after the blood is drawn.

LIBRARY SERVICE

The Library is located on the 2nd floor, Room 232. Hours: 8:00 a.m. - 4:30 p.m. (Monday - Friday). The library has a wide variety of reading material including health education. Special aids (large print books,

magnifiers, and talking books) are available upon request. The wards are visited once a week if you are unable to leave your bed.

All materials checked out from the library must be returned before leaving the hospital.

LOST & FOUND SERVICE

Lost and Found is located in the Mailroom.

MAIL AND POST OFFICE SERVICE

Personal mail received will be delivered to you on the ward Monday through Saturday. First class mail received after discharge will be forwarded to your home address.

Mail chutes are located across from the passenger elevators on each floor. Stamps are available in the Canteen Retail Store.

Your mailing address at the Medical Center is:

Your full name - Ward (3A, 5B, etc.)
Aleda E. Lutz Department of Veterans Affairs Medical Center
1500 Weiss Street
Saginaw, MI 48602

MONEY

The Medical Center is not responsible for loss or theft of any money that you keep in your possession. We suggest that you keep no more than $5.00 on the ward. Money can be deposited with our Agent Cashier, located on the first floor, Room 181. It is open 8 a.m. - 4:30 p.m., Monday through Friday. You may withdraw funds as you need them, or prior to discharge.

NEWSPAPERS

The Saginaw News, Detroit Free Press, Detroit News, and USA Today newspapers are available from vending stands located on the first floor, front entrance.

NURSING HOME CARE UNIT

The Nursing Home Care Unit is a 30 bed rehabilitation unit, located on Ward 4A. The purpose of the unit is to provide skilled nursing care to veteran residents who do not require acute care. Emphasis is placed on improving the quality of life by encouraging self care and independence.

NURSING SERVICE

The nursing staff at this Medical Center is committed to providing personalized, quality patient care. We practice primary care nursing, which means that a nurse will be assigned specifically to you. Your primary nurse will work with you and attempt to personalize your care and teaching according to your specific needs. He/she will also assist your family in planning for your care after your discharge.

We ask that you assist us in providing for your care by remaining on the nursing unit when we need to give you medicine, provide nursing care, or until your physician sees you. If you need to leave the unit, please sign out at the nurses' station. You may be requested to attend the patient education classes, which will be part of your treatment. If you have any questions, please do not hesitate to discuss them with your nurse.

PATIENT RIGHTS

The Veterans Administration provides a pamphlet which defines your rights as a patient in this Medical Center. This information will be given to you on admission. Should you not receive one, please ask your ward secretary for one.

If you have concerns and/or complaints about your medical care, you are encouraged to first discuss these with your physician. Concerns/complaints which cannot be addressed by your physician should be discussed with the Chief, Medical Service or with the Chief, Surgical Service, as appropriate.

If the individuals listed above are unable to satisfactorily address your concerns and/or complaints, you may make an appointment to meet with the Chief of Staff. Concerns regarding other services may also be addressed to the Chief, Medical Administration Service. The secretary

on your floor can assist you in scheduling an appointment with these individuals.

PATIENT HEALTH EDUCATION PROGRAM

The goal of our Patient Health Education Program is to help you recover and manage your health condition. Staff involved in education classes and activities are nurses, dietitians, pharmacists and social workers. All patients and family members are invited to classes. We offer the following education services each week.

Alcohol Discussion Groups - Defines alcohol as a "disease." The effect on physical, emotional and spiritual health is discussed as well as community resources for recovery.

Basic Nutrition Class - Learn how to plan healthy meals which meet your daily nutritional needs.

Chronic Obstructive Pulmonary Disease (COPD) - Learn ways to prevent or reduce breathing problems from emphysema, bronchitis, and asthma. Learn how to live as comfortably as possible with your condition.

Diabetic Class - Learn how to cope with the disease by understanding the role of medicine, diet, exercise, and good health habits to control diabetes.

Discharge Medication Counseling - You may meet with a pharmacist before you are discharged.

Informal Education on the Wards - Education is done as needed for teaching about medicines, surgical procedures, and chronic conditions.

Remember, you can attend any class as an outpatient too! For more information, talk with your nurse.

PHARMACY SERVICE

The hospital pharmacist has expert knowledge about medications, their uses and effects on different diseases and conditions.

Outpatient prescription services are provided for eligible veterans. Hours

of operation Monday - Friday, 8 a.m. - 5 p.m. Closed Saturday, Sunday, and Holidays.

This service is only available for prescriptions written by our staff physicians. A maximum one-month supply of medication may be dispensed at one time.

You must request refills by mail at least 10 days in advance, before you will run out of medication.

RADIOLOGY SERVICE (X-RAY)

This department, located on the second floor, offers radiological services such as X-rays and ultra sonic examinations.

REHABILITATION MEDICINE SERVICES

The Rehabilitation Medicine Department is located on the second floor, Room C-2-1. Physical therapy may be ordered by your physician to help improve circulation, strengthen muscles, relieve pain and speed recovery. Treatment may include exercise, such as teaching a patient how to walk. Family members are encouraged to join in the veteran's treatment.

Occupational therapy assists in regaining strength, movement, and coordination of disabled body parts, especially arms and hands.

RULES FOR PATIENTS
ALEDA E. LUTZ DEPARTMENT OF VETERANS AFFAIRS MEDICAL CENTER
SAGINAW, MICHIGAN

1. PHYSICIANS VISITS

   You are to remain by your bed each morning until your ward physician visits you.

2. ABSENCE FROM WARD

   a. You are not permitted to leave the ward unless there is a

written order from your physician to do so.

b. If your physician permits you to leave the ward, check with the nurse before leaving in case there are special reasons for you to remain.

c. If the nurse does not need you to remain on the ward, you are required to sign out your location when you leave and sign back in when you return. A register sheet is located at the nurses' station for this purpose.

d. If you have permission to leave the ward, you are required to be dressed in pajamas, hospital robe, and slippers.

e. If you have permission to leave the ward in the evening, you must return by 9:30 p.m.

3. LIGHTS OUT AND TELEVISION USE

a. If you are in a single room, television on lowered volume is permitted until 11:15 p.m.

b. If you are in a room with more than one bed, you are expected to keep conversation to a minimum after 10:00 p.m. You are to be in bed at 11:15 p.m.

c. All televisions should be turned off when not in use.

4. YOU ARE NOT PERMITTED TO HAVE THE FOLLOWING:

a. Personal TV's, radios, or recording playback equipment. (Small battery operated radios may sometimes be permitted with approval from the physician or nurse.)

b. Alcoholic beverages, narcotics, or medications from home.

c. Pets.

5. YOU ARE NOT PERMITTED TO ENGAGE IN THE FOLLOWING:

a. Gambling.

b. Profane or abusive language.

c. Loans or business transactions with other patients or employees.

6. SMOKING REGULATIONS

a. Ambulatory patients are allowed to smoke in designated areas only.

b. Use of fluid type lighters or possession of fluid is not permitted. Only non-wood safety matches will be used.

c. Bed patients are not allowed to smoke unless specifically approved by their physician and only when properly supervised and attended.

d. Smoking materials are to be extinguished in the ash trays provided.

SOCIAL SECURITY REPRESENTATIVE

A representative of the Social Security Agency is available upon request through the Social Work Service secretary.

SOCIAL WORK SERVICE

If you or your family need assistance in individual, family, marital, or financial problems, as well as adjustment to your illness or disability, Social Work Services are available. A Social Worker will visit you on the ward or you may ask the ward secretary to call the social worker for you.

TELEPHONE SERVICE

Public pay telephones are located on each floor throughout the hospital. Patients do not have phones in their rooms and are not permitted to make or receive calls on Medical Center telephones. A portable pay phone is available to inpatients who are confined to their beds, except ICU patients.

The Medical Center telephone number is (517) 793-2340.

VETERANS BENEFITS SERVICE

The Veterans Benefits Counselor will interview selected patients at the bedside during admission. Various benefits under Federal, State and Local laws will be explained at your request. Located in Room 503 on the fifth floor, Monday thru Wednesday, 3:30 - 4:30 p.m. Ward interviews are made Monday thru Wednesday, 8:00 a.m. - 3:30 p.m.

The following Service Officers are also available:

AMERICAN LEGION	Tues/9-4pm	Room 156
AMVETS	Mon-Tues/9-4pm	Room 160
DISABLED AMERICAN VET	Mon-Wed-Fri/9-4pm	Room 157
MARINE CORPS LEAGUE	Thurs/9-4pm	Room 156
MILITARY ORDER/ PURPLE HEART	Wed/8-4:00pm	Room 156
PARALYZED VETS OF AMERICA	Wed/10-3pm	Room 160
VFW	Thurs/9-4pm	Room 160

VISITING HOURS

Children under 14 years of age are not permitted on the wards.

Wards - 11:00 a.m. - 8 p.m. daily

Intensive Care Unit - 10 minutes every TWO hours on the odd hour.

VOLUNTEERS

The volunteers donating their time and effort do make a difference in this Medical Center. They provide assistance in recreation activities, escort services, pharmacy, chaplaincy, and many other services.

WARD PROCEDURES

This Medical Center was established for your care, and every effort will be made to complete your treatment as soon as possible. However, we need your help to achieve this goal. Please observe the following ward procedures:

1. Patient Identification Wrist Bands

   It is important that the plastic identification band you were given on admission be worn throughout your hospital stay. If the band comes off, or the information becomes illegible, contact your ward secretary or nurse for a new band.

2. Remain at your bedside

   You are expected to be at your bedside when your physician makes ward rounds and when you are to receive your medications. Check with your nurse to find out what time your medications will be given and when your physician usually makes rounds.

3. Reporting for appointments

   Report at the scheduled time for any medications, treatment, laboratory tests, radiology tests, or Patient Health Education classes.

4. Medications

   Take only medications ordered by your physician while you are in the hospital. Do not take any medications not prescribed by your physician. Personal medicines are not allowed on the wards and must be turned over to the Pharmacy Department.

5. Absence from Wards

   Remain on your ward unless authorized to leave by your physician.

   Whenever you leave the ward, you must notify the nurse in case there is a special reason you should remain at your bed. Always sign your name on the "Sign Out" sheet at the Nurses' Station. Sign in when you return.

6. Care of Areas You Use

Please keep your bed and bedside table, surrounding areas, and Day Room in a clean neat, and orderly condition at all times. Food cannot be stored in your bedside table.

7. Personal Appearance

All patients leaving the ward must be dressed in pajamas, robe and slippers.

8. Lights out at 10:00 p.m.

Adequate rest is essential to your recovery. You must return to the ward by 9:30 p.m. Ward lights are out at 10:00 p.m. All patients are to be in bed by 11:15 p.m.

9. Authorized Absence

Authorized absences are permitted only as approved by the ward physician and will be approved only for compelling reasons. If you have an authorized absence, you are responsible for returning to your ward at the specified time. Failure to do so will result in your discharge.